

Appl. No. : 09/879,981
Amdt. dated : March 4, 2004
Reply to Office Action dated September 4, 2003

REMARKS

Claim 1 has been canceled without prejudice or disclaimer of the subject matter contained therein. New claims 2 through 21 have been added. Claims 2, 7, 15 and 19 are the independent claims.

The disclosure has been objected to because of informalities due to grammatical errors on pages 7 and 9.

Claim 1 is rejected under 35 U.S.C. § 102(e) as being anticipated by Weil et al (US Patent Application Publication No. 2003/0093409). Claim 1 has been canceled without prejudice or disclaimer of the subject matter contained therein and new claims 2 through 21 have been added to render the Section 102 rejection moot.

Specification Objection

The disclosure has been objected to because of informalities due to grammatical errors on page 7, line 20 and page 9, line 22. Applicants have amended the paragraphs containing the noted grammatical errors as noted by the Examiner. Therefore, the Examiner's objection to the specification is believed to be overcome and it is respectfully requested that the objection be withdrawn.

35 U.S.C. § 102(e) Rejections

Claims 1 was rejected under 35 U.S.C. § 102(e) as being anticipated by Weil et al. (U.S. 2003/0093409). Claim 1 has been canceled without prejudice or disclaimer of the subject matter therein. Therefore, the Section 102 rejection of claim 1 is believed to be moot and the Examiner is respectfully requested to withdraw the rejection.

New claims 2 through 21 have been added and claim 2 recites, *inter alia*:

“receiving a request for additional information from the user;
initiating a contact between the user and an expert in response to the request for additional information; and
receiving the expert's response and forwarding the response to the user.”

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The Weil et al. publication is directed to a “method for controlling access provided to content files during an information search initiated by a client device and performed by a search engine.” (See Abstract.) As such, there is nothing in the Weil et al. publication or the other cited patents that discloses or suggests, at a minimum, “initiating a contact between the user and an expert in response to the request for additional information; and receiving the expert’s response and forwarding the response to the user,” as recited in new claim 2. Therefore, claim 2 and claims 3 through 6 that depend therefrom are believed to be allowable.

Claim 7 recites, *inter alia*:

“forward the inquiry to a consultant in response to a request for further information by the user.”

Similar to claim 2, there is nothing in the Weil et al. publication or the other cited patents that discloses or suggests, at a minimum, to “forward the inquiry to a consultant in response to a request for further information by the user,” as recited in new claim 7. Therefore, claim 7 and claims 8 through 14 that depend therefrom are also believed to be allowable.

Claim 15 recites, *inter alia*:

“forwarding the inquiry to the expert; receiving a response from the expert; and forwarding the response to the user.”

Similar to claims 2 and 7, there is nothing in the Weil et al. publication or the other cited patents that discloses or suggests, at a minimum, “forwarding the inquiry to the expert; receiving a response from the expert; and forwarding the response to the user,” as recited in new claim 15. Therefore, claim 15 and claims 16 through 18 that depend therefrom are also believed to be allowable.

Claim 19 recites, *inter alia*:

“responsive to a request for additional information concerning the inquiry, forward the inquiry to an expert to obtain a second response;
forward the second response to the user; and
update the information database to include the second response.”

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Similar to claims 2, 7 and 15, there is nothing in the Weil et al. publication or the other cited patents that discloses or suggests, at a minimum, to “responsive to a request for additional information concerning the inquiry, forward the inquiry to an expert to obtain a second response; forward the second response to the user; and update the information database to include the second response,” as recited in new claim 19. Therefore, claim 19 and claims 20 and 21 that depend therefrom are also believed to be allowable.

Accordingly, all currently pending claims are believed to be allowable and issuance of a notice of allowance of all currently pending claims is respectfully requested.

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CONCLUSION

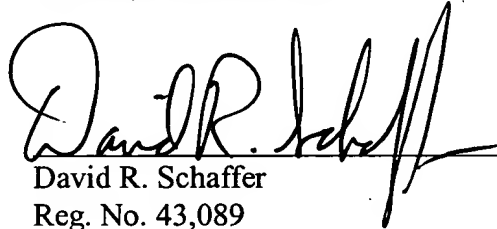
In view of the above remarks, the Applicants respectfully submit that the present case is in condition for allowance and request that the Examiner issue a notice of allowance to that effect for new claims 2 through 21.

The Office is hereby authorized to charge the Small Entity fee of \$475.00 for the Three-Month Petition for Extension of Time under 37 CFR 1.136(a) plus any fees determined to be necessary under 37 C.F.R. § 1.16 or § 1.17 or credit any overpayment to Kenyon & Kenyon **Deposit Account No. 11-0600**.

The Examiner is invited to contact the undersigned at (202) 220-4263 to discuss any matter concerning this application.

Respectfully submitted,

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